

**From:** Farak, Sonja (DPH) </O=COMMONWEALTH OF MASSACHUSETTS/OU=DPH/CN=RECIPIENTS/CN=SFARAK>  
**Sent:** Wednesday, June 18, 2003 12:52 PM  
**To:** Tavares, Bonnie (DPH) <Bonnie.Tavares@dph.state.ma.us>  
**Subject:** Training

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Bonnie,

I just wanted to make sure that you received the fax I sent you on June 16th and hopefully get a confirmation for my requested date (July 30 from 10-12). Thanks.

Sonja

-----Original Message-----

**From:** Tavares, Bonnie (DPH)

**Sent:** Friday, June 13, 2003 1:12 PM

**To:** DPH-DL - ADMIN-ALL-DPH-STAFF; Luna, Evelyn (HCF); Berolini, Mike (HCF); McCabe, Steve (HCF); Lischko, Amy (HCF)

**Subject:** Training Schedule for June, July & August

Please review the June, July & August training schedule below. Please fill out the attached registration form for each training course. Thank you for your continuous cooperation.

## **Addendum to the Professional Training and Development Winter/Spring/Summer 2003 Schedule**

### **June**

#### **Course Information**

##### **June 16, 9-5:00 PM: Supervisor Training**

**State Laboratory Institute, Jamaica Plain, Room 133**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructor: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

##### **June 18, 8-4:00 PM: Supervisor Training**

**Tewksbury Hospital, Tewksbury, Conference Room C-1**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their

knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

**June 23, 9-5:00 PM: Supervisor Training**

**250 Washington Street, Boston, Lobby Conference Room 1**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

**June 24, 8-12 Noon: CPR**

**Lemuel Shattuck Hospital, Jamaica Plain, Cafeteria Conference Room (Ground Floor)**

This 4 hour CPR training is for re-certification or beginners.

**NOTE:** Participants **MUST** register by e-mail to [susan.repotente@state.ma.us](mailto:susan.repotente@state.ma.us) and provide name, phone number, and mailing address so that certificates can be mailed. This program is provided by Fallon Community Health Plan to the hospital free of charge. Periodically, Fallon may need to cancel certain sessions and because of this potential, participants must understand that there may be a risk of a last minute cancellation. **Please call George A. Hayes, Director of Staff Education, Lemuel Shattuck Hospital (617-971-3279) to confirm the day before your training is scheduled.**

*Instructor: Fallon Community Health Plan* Space is limited to 20 attendees.

**FULL - FULL - FULL - (all registrations received prior to today are confirmed)**

**June 25, 10-12 Noon: Preventing Discrimination/Sexual Harassment in the Workplace - For Non-Supervisors Exclusively**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide staff with the essential elements of harassment prevention. Participants will review Mass General Law Chapter 151B and the definition and examples of harassment. Employees' rights and responsibilities will be explained. The program will incorporate interactive methods.

*Instructors: Bonnie Tavares, Director of Employee Programs*

*Dennis Johnson, Civil Rights Officer*

Registration required. Use the attached registration form.

**June 25, 3-4:00 PM: HIPAA Training**

**250 Washington Street, Boston, Lobby Conference Room 2**

The Health Insurance Portability and Accountability Act (HIPAA) is the most sweeping legislation to affect health care since Medicare. The compliance date for the privacy aspect is April 2003. ***All DPH employees and consultants are mandated to participate in the training.***

*Instructor: Michael Marchand, HRD Trainer. Coordinator: Martie Chadwick, Office of Employee Programs*

Registration required. Use attached registration form.

**June 27, 9-5:00 PM: Supervisor Training**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

**FULL - FULL - FULL - (all registrations received prior to today are confirmed)**

**June 30, 9:30-12 Noon: Preventing Discrimination/Sexual Harassment in the Workplace - For Managers and Supervisors**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide supervisors with the essential elements of harassment prevention as well as the unique responsibilities of supervisors. We will review the components of prompt, appropriate action and the role of the manager in stopping the harassment.

*Instructors: Bonnie Tavares, Director of Employee Program*

*Stephanie E. Carter, Managed Care Ombudsman*

Registration required. Use the attached registration form.

## **July**

**July 2, 9-5:00 PM: Supervisor Training**

**250 Washington Street, Boston, Public Health Council Room, Side B**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

**July 7, 9-5:00 PM: Supervisor Training**

**State Laboratory Institute, Jamaica Plain, Room 133**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*  
Registration required. Use attached registration form. Space is limited to 16 attendees.

**July 8, 6-10:00 PM: CPR**

**Lemuel Shattuck Hospital, Jamaica Plain, Cafeteria Conference Room (Ground Floor)**

This 4 hour CPR training is for re-certification or beginners.

NOTE: Participants **MUST** register by e-mail to [susan.repotente@state.ma.us](mailto:susan.repotente@state.ma.us) and provide name, phone number, and mailing address so that certificates can be mailed. This program is provided by Fallon Community Health Plan to the hospital free of charge. Periodically, Fallon may need to cancel certain sessions and because of this potential, participants must understand that there may be a risk of a last minute cancellation. **Please call George A. Hayes, Director of Staff Education, Lemuel Shattuck Hospital (617-971-3279) to confirm the day before your training is scheduled.**

*Instructor: Fallon Community Health Plan* Space is limited to 20 attendees.

**July 10, 9-5:00 PM: Supervisor Training**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

**July 16, 2-4:30 PM: Preventing Discrimination/Sexual Harassment in the Workplace - For Managers and Supervisors**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide supervisors with the essential elements of harassment prevention as well as the unique responsibilities of supervisors. We will review the components of prompt, appropriate action and the role of the manager in stopping the harassment.

*Instructors: Bonnie Tavares, Director of Employee Programs  
Stephanie E. Carter, Managed Care Ombudsman*

Registration required. Use the attached registration form.

**July 17, 11:30-12:30 PM: HIPAA Training**

**250 Washington Street, Boston, Lobby Conference Room 2**

The Health Insurance Portability and Accountability Act (HIPAA) is the most sweeping legislation to affect health care since Medicare. The compliance date for the privacy aspect is April 2003. ***All DPH employees and consultants are mandated to participate in the training.***

*Instructor: Michael Marchand, HRD Trainer. Coordinator: Martie Chadwick, Office of Employee Programs*

Registration required. Use attached registration form.

**July 18, 8-4:00 PM: Supervisor Training**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of

both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

**July 21, 9-5:00 PM: Supervisor Training**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

**July 22, 8:00 AM – 12 Noon: CPR**

**Lemuel Shattuck Hospital, Jamaica Plain, Cafeteria Conference Room (Ground Floor)**

This 4 hour CPR training is for re-certification or beginners.

**NOTE:** Participants **MUST** register by e-mail to [susan.repotente@state.ma.us](mailto:susan.repotente@state.ma.us) and provide name, phone number, and mailing address so that certificates can be mailed. This program is provided by Fallon Community Health Plan to the hospital free of charge. Periodically, Fallon may need to cancel certain sessions and because of this potential, participants must understand that there may be a risk of a last minute cancellation. **Please call George A. Hayes, Director of Staff Education, Lemuel Shattuck Hospital (617-971-3279) to confirm the day before your training is scheduled.**

*Instructor: Fallon Community Health Plan* Space is limited to 20 attendees.

**July 23, 1-3:00 PM: Preventing Discrimination/Sexual Harassment in the Workplace - For Non-Supervisors Exclusively**

**250 Washington Street, Boston, Public Health Council Room, Side A**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide staff with the essential elements of harassment prevention. Participants will review Mass General Law Chapter 151B and the definition and examples of harassment. Employees' rights and responsibilities will be explained. The program will incorporate interactive methods.

*Instructors: Bonnie Tavares, Director of Employee Program*

*Sue Stein, Deputy General Counsel*

Registration required. Use the attached registration form.

**July 24, 2-4:00 PM: Preventing Discrimination/Sexual Harassment in the Workplace - For Non-Supervisors Exclusively**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide staff with the essential elements of harassment prevention. Participants will review Mass General Law Chapter 151B and the definition and examples of harassment. Employees' rights and responsibilities will be explained. The program will incorporate interactive

methods.

*Instructors: Bonnie Tavares, Director of Employee Program  
Dennis Johnson, Civil Rights Officer*

Registration required. Use the attached registration form.

**July 25, 9-5:00 PM: Supervisor Training**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

**July 30, 10-12 Noon: Preventing Discrimination/Sexual Harassment in the Workplace - For Non-Supervisors Exclusively**

**State Laboratory Institute, Jamaica Plain, Auditorium**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide staff with the essential elements of harassment prevention. Participants will review Mass General Law Chapter 151B and the definition and examples of harassment. Employees' rights and responsibilities will be explained. The program will incorporate interactive methods.

*Instructors: Bonnie Tavares, Director of Employee Program  
Sue Stein, Deputy General Counsel*

Registration required. Use the attached registration form.

**July 30, 1-3:30 PM: Preventing Discrimination/Sexual Harassment in the Workplace - For Managers and Supervisors**

**State Laboratory Institute, Jamaica Plain, Auditorium**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide supervisors with the essential elements of harassment prevention as well as the unique responsibilities of supervisors. We will review the components of prompt, appropriate action and the role of the manager in stopping the harassment.

*Instructors: Bonnie Tavares, Director of Employee Program  
Sue Stein, Deputy General Counsel*

Registration required. Use the attached registration form.

## **August**

**August 7, 1-3:00 PM: Preventing Discrimination/Sexual Harassment in the Workplace - For Non-Supervisors Exclusively**

**250 Washington Street, Boston, Public Health Council Room, Side A**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide staff with the essential elements of harassment prevention. Participants will review Mass General Law Chapter 151B and the definition and examples of harassment. Employees' rights and responsibilities will be explained. The program will incorporate interactive methods.

*Instructors: Bonnie Tavares, Director of Employee Program  
Stephanie E. Carter, Managed Care Ombudsman*

Registration required. Use the attached registration form.

**August 8, 9:30-12 Noon: Preventing Discrimination/Sexual Harassment in the Workplace - For Managers and Supervisors**

**250 Washington Street, Boston, Public Health Council Room, Side A**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide supervisors with the essential elements of harassment prevention as well as the unique responsibilities of supervisors. We will review the components of prompt, appropriate action and the role of the manager in stopping the harassment.

*Instructors: Bonnie Tavares, Director of Employee Programs  
Dennis Johnson, Civil Rights Officer*

Registration required. Use the attached registration form.

**August 11, 2-3:00 PM: HIPAA Training**

**250 Washington Street, Boston, Lobby Conference Room 2**

The Health Insurance Portability and Accountability Act (HIPAA) is the most sweeping legislation to affect health care since Medicare. The compliance date for the privacy aspect is April 2003. ***All DPH employees and consultants are mandated to participate in the training.***

*Instructor: Michael Marchand, HRD Trainer. Coordinator: Martie Chadwick, Office of Employee Programs*

Registration required. Use attached registration form.

**August 12, 8:00 AM – 12 Noon: CPR**

**Lemuel Shattuck Hospital, Jamaica Plain, Cafeteria Conference Room (Ground Floor)**

This 4 hour CPR training is for re-certification or beginners.

**NOTE:** Participants **MUST** register by e-mail to [susan.repotente@state.ma.us](mailto:susan.repotente@state.ma.us) and provide name, phone number, and mailing address so that certificates can be mailed. This program is provided by Fallon Community Health Plan to the hospital free of charge. Periodically, Fallon may need to cancel certain sessions and because of this potential, participants must understand that there may be a risk of a last minute cancellation. **Please call George A. Hayes, Director of Staff Education, Lemuel Shattuck Hospital (617-971-3279) to confirm the day before your training is scheduled.**

*Instructor: Fallon Community Health Plan* Space is limited to 20 attendees.

**August 14, 9-5:00 PM: Supervisor Training**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

**August 18, 8-4:00 PM: Supervisor Training**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

**August 18, 1:00-3:30 PM: Preventing Discrimination/Sexual Harassment in the Workplace - For Managers and Supervisors**

**250 Washington Street, Boston, Public Health Council Room, Side A**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide supervisors with the essential elements of harassment prevention as well as the unique responsibilities of supervisors. We will review the components of prompt, appropriate action and the role of the manager in stopping the harassment.

*Instructors: Bonnie Tavares, Director of Employee Programs*

*Dennis Johnson, Civil Rights Officer*

Registration required. Use the attached registration form.

**August 20, 9:30-12 Noon: Preventing Discrimination/Sexual Harassment in the Workplace - For Managers and Supervisors**

**State Laboratory Institute, Jamaica Plain, Auditorium**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide supervisors with the essential elements of harassment prevention as well as the unique responsibilities of supervisors. We will review the components of prompt, appropriate action and the role of the manager in stopping the harassment.

*Instructors: Bonnie Tavares, Director of Employee Programs*

*Sue Stein, First Deputy General Counsel*

Registration required. Use the attached registration form.

**August 20, 1-3:00 PM: Preventing Discrimination/Sexual Harassment in the Workplace - For Non-Supervisors Exclusively**

**State Laboratory Institute, Jamaica Plain, Auditorium**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide staff with the essential elements of harassment prevention. Participants will review Mass General Law Chapter 151B and the definition and examples of harassment. Employees' rights and responsibilities will be explained. The program will incorporate interactive methods.

*Instructors: Bonnie Tavares, Director of Employee Program*

*Sue Stein, First Deputy General Counsel*

Registration required. Use the attached registration form.

**August 21, 1:30-3:30 PM: Preventing Discrimination/Sexual Harassment in the Workplace - For Non-Supervisors Exclusively**

**250 Washington Street, Boston, Public Health Council Room, Side A**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide staff with the essential elements of harassment prevention. Participants will review Mass General Law Chapter 151B and the definition and examples of harassment. Employees' rights and responsibilities will be explained. The program will incorporate interactive methods.



*Instructors: Bonnie Tavares, Director of Employee Program  
Dennis Johnson, Civil Rights Officer*  
Registration required. Use the attached registration form.

**August 26, 6-10:00 PM: CPR**

**Lemuel Shattuck Hospital, Jamaica Plain, Cafeteria Conference Room (Ground Floor)**

This 4 hour CPR training is for re-certification or beginners.

**NOTE:** Participants **MUST** register by e-mail to [susan.repotente@state.ma.us](mailto:susan.repotente@state.ma.us) and provide name, phone number, and mailing address so that certificates can be mailed. This program is provided by Fallon Community Health Plan to the hospital free of charge. Periodically, Fallon may need to cancel certain sessions and because of this potential, participants must understand that there may be a risk of a last minute cancellation. **Please call George A. Hayes, Director of Staff Education, Lemuel Shattuck Hospital (617-971-3279) to confirm the day before your training is scheduled.**

*Instructor: Fallon Community Health Plan* Space is limited to 20 attendees.

**August 27, 9:00-11:30 AM: Preventing Discrimination/Sexual Harassment in the Workplace - For Managers and Supervisors**

**250 Washington Street, Boston, Public Health Council Room, Side A**

**Attendance at this course will satisfy the Commissioner's mandate.**

This course will provide supervisors with the essential elements of harassment prevention as well as the unique responsibilities of supervisors. We will review the components of prompt, appropriate action and the role of the manager in stopping the harassment.

*Instructors: Bonnie Tavares, Director of Employee Programs  
Dennis Johnson, Civil Rights Officer*

Registration required. Use the attached registration form.

**August 29, 8-4:00 PM: Supervisor Training**

**250 Washington Street, Boston, Lobby Conference Room 2**

**Attendance at this course will satisfy the Commissioner's mandate.**

Effective supervision increases employee motivation and morale and results in higher levels of both productivity and work satisfaction. Program participants will explore and develop their knowledge on how to effectively manage, communicate, direct, motivate and support employee performance. Participants will learn and practice the steps for effectively communicating with employees and providing useful feedback as well as strategies and techniques for engaging constructive disagreement and working more effectively with difficult employees.

*Instructors: Casey Hall, Training Consultant, Jan Rybeck, CMG Associates*

Registration required. Use attached registration form. Space is limited to 16 attendees.

*Bonnie Tavares  
MDPH  
Director  
Office of Employee Programs  
250 Washington St.  
Boston, MA 02108  
Telephone: 617-624-6071  
Beeper: 8774354443  
Fax: 617-624-5729*